

### Purpose

This SOP is intended to outline what the contract terms for enhanced deductible are, which type repairs will trigger eligible deductible amounts, and other authorization scenarios that address deductibles.

### Teams Impacted

- General Claims
- Powertrain Claims

### Related References or Documents

- SOP: How to Start a Claim
- SOP: Parts Verification
- SOP: Finalizing Claim and Interactions

### Procedure


1. Contract sold after April 2024: you will notice some contracts with a modification to deductible. Enhanced deductible reads:

PLAN INFORMATION	
Coverage Plan:	Monthly Powertrain Gold
Contract Effective Date:	04/22/2024
Initial Expiration Date:	05/21/2024 *Renews in Monthly increments
Waiting Period:	<b>YOUR BREAKDOWN COVERAGE begins after either of the following days &amp; mileage combinations have been met: <u>25 days AND 500 miles; OR 40 days AND 250 miles</u> from the Contract Effective Date.</b>
Roadside Protection:	No Waiting Period
Deductible Amount:	<b>\$250 EXCEPT for Engine Replacement and Transmission Replacement or Rebuild \$500.</b>

2. You will be able to identify these contracts/claims with this banner.


MRF5052651 | ...

2411793 | ...

 Service Contract

**Inforce**

Deductible	Vehicle	Odometer Start
\$250.00	<a href="#">IPA-02404056</a>	93,663

 This Contract has Enhanced Deductible.

3. After following **SOP: How to Start a Claim**, keying the intake estimate and verification estimate per **SOP: Parts Verification**, you will notice the deductible has not been applied yet.

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Add Claim Item

Authorize

Parts Authority

Modify Claim Item

Deny

Refresh

Source Parts

**Remaining LOL : \$10,000.00**

	Authorization Number	Coverage Group	Claim Item/Name	Covered	QTY	Line Total	AAS Total	Payee Name	Payee Type	Auth Date	Payment Status
<input type="checkbox"/> Authorized/Cancelled											
<input type="checkbox"/> Denied											
<input checked="" type="checkbox"/> Unauthorized											
<input type="checkbox"/>		Air Conditioning	Compressor		1	\$0.00					Unauthorized
<input type="checkbox"/>		Air Conditioning	Labor- Diagnosis			\$0.00					Unauthorized
<input type="checkbox"/>		Air Conditioning	Labor-Air Conditioning			\$0.00					Unauthorized
<input type="checkbox"/>		Air Conditioning	Labor-Air Conditioning			\$0.00					Unauthorized
		<b>Sub Total</b>				\$0.00	\$0.00				
		<b>Grand Total</b>				\$0.00	\$0.00				

4. For a deductible to be generated, the adjuster will follow **SOP: Parts Verification** and assign the payee in the estimate by clicking **[Actions]** than clicking **[Estimate adjudicate]** button.

Summary

Activity

Vehicle

**Actions**

Coverage Details

Upload Document

Reassign to Powertrain

Add Notes

Order Inspection

Add/Modify Claim Concerns

Add Interaction

Order Carfax

Service Records

Coverage Page

Tasks

Reassign Claim

Add/Modify Contact(s)

Estimate Intake

Estimate Verify

Estimate Adjudicate

General Update Notifications

Forte Contract

Add/Modify Repair Facility

Close Claim

5. Once the payee is assigned to eligible part/s, CMS will determine what level of deductible will apply. (See figures A and B below)

a. General claim items will have a \$200 or \$250 deductible.

Related Details Interactions **Estimate** Notes Parts Authorizations Payable

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Add Claim Item Modify Claim Item Refresh

Authorize Deny Source Parts

Parts Authority

**Remaining LOL : \$10,250.00**

Authorization Number	Coverage Group	Claim Item/Name	Covered	QTY	Line Total	AAS Total	Payee Name	Payee Type	Auth Date	Payment Status
<input type="checkbox"/> Authorized/Cancelled										
<input type="checkbox"/> Denied										
No denied items.										
<input checked="" type="checkbox"/> Unauthorized										
<input type="checkbox"/>	Air Conditioning	Compressor		1	\$217.50		AAMCO Transmissions & Total Car Care	Repair Facility		Unauthorized
<input type="checkbox"/>	Air Conditioning	Labor- Diagnosis		0.5	\$117.50		AAMCO Transmissions & Total Car Care	Repair Facility		Unauthorized
<input type="checkbox"/>	Air Conditioning	Labor-Air Conditioning		1.2	\$202.00		AAMCO Transmissions & Total Car Care	Repair Facility		Unauthorized
<input type="checkbox"/>	Air Conditioning	Labor-Air Conditioning		1.4	\$329.00		AAMCO Transmissions & Total Car Care	Repair Facility		Unauthorized
<input type="checkbox"/>	<b>Deductible</b>	<b>Deductible</b>			<b>-\$250.00</b>	-\$250.00	AAMCO Transmissions & Total Car Care	Repair Facility		Unauthorized
	<b>Sub Total</b>				\$696.00	-\$250.00				
	<b>Grand Total</b>				\$696.00	-\$250.00				

b. Powertrain claim items will have a \$500 deductible.

Add Claim Item Modify Claim Item Refresh

Authorize Deny Source Parts

Parts Authority

**Remaining LOL : \$10,000.00**

Authorization Number	Coverage Group	Claim Item/Name	Covered	QTY	Line Total	AAS Total	Payee Name	Payee Type	Auth Date	Paymer
<input type="checkbox"/> Authorized/Cancelled										
<input type="checkbox"/> Denied										
<input checked="" type="checkbox"/> Unauthorized										
<input type="checkbox"/>	Transmission	Automatic Transmission Assembly		1	\$6,921.81		Tony's Five Star Transmission	Repair Facility		Unauth
<input type="checkbox"/>	Transmission	Fluid		5	\$65.41		Tony's Five Star Transmission	Repair Facility		Unauth
<input type="checkbox"/>	Transmission	Labor-Transmission		7.5	\$1,050.00		Tony's Five Star Transmission	Repair Facility		Unauth
<input type="checkbox"/>	<b>Deductible</b>	<b>Deductible</b>			<b>-\$500.00</b>	-\$500.00	Tony's Five Star Transmission	Repair Facility		Unauth
	<b>Sub Total</b>				\$7,537.22	-\$500.00				
	<b>Grand Total</b>				\$7,537.22	-\$500.00				

6. Once you have your eligible totals you can follow **SOP: Finalizing Claims and Interactions** to finish the claims process.

### Other Authorization Scenarios

7. If a repair facility has an authorization for a General concern first and now needs to add a Powertrain failure/s to the claim. The customer will be subject to \$500 deductible and reflects in the deductible line item once authorized.

☒ Authorized/Cancelled

<input type="checkbox"/>	A300395859	Transmission	Valve Body	1	\$500.00		RAMIREZ AUTO REPAIR	Repair Facility	May 08, 24	Authorized
<input type="checkbox"/>	A300395859	Deductible	Deductible		-\$200.00	-\$200.00	RAMIREZ AUTO REPAIR	Repair Facility	May 08, 24	Authorized
		Sub Total			\$300.00	-\$200.00				
		Grand Total			\$300.00	-\$200.00				

☐ Denied

☒ Unauthorized

<input type="checkbox"/>		Transmission	Automatic Transmission Assembly	1	\$5,000.00		RAMIREZ AUTO REPAIR	Repair Facility		Unauthorized
		Sub Total			\$5,000.00	\$0.00				
		Grand Total			\$5,000.00	\$0.00				

- a. To communicate this to the Repair facility:
  - i. Advised "This contract holder has a \$500 deductible for "type of repair". We have already applied half of that to the first portion of the claim. So, for this repair there will be an additional...(\$250 or \$300)"

☒ Authorized/Cancelled

<input type="checkbox"/>	A300395859	Transmission	Automatic Transmission Assembly	1	\$5,000.00		RAMIREZ AUTO REPAIR	Repair Facility	May 08, 24	Authorized
<input type="checkbox"/>	A300395859	Transmission	Valve Body	1	\$500.00		RAMIREZ AUTO REPAIR	Repair Facility	May 08, 24	Authorized
<input type="checkbox"/>	A300395859	Deductible	Deductible		-\$500.00	-\$500.00	RAMIREZ AUTO REPAIR	Repair Facility	May 08, 24	Authorized
		Sub Total			\$5,000.00	-\$500.00				
		Grand Total			\$5,000.00	-\$500.00				

☐ Denied

8. If we are denying a claim, and have requested RDI/Tear Down then owe the repair facility for labor:
  - a. Key in just the labor and assigning payee with generate the deductible.

☒ Unauthorized

<input type="checkbox"/>		Engine	Labor-Engine	4.4	\$858.00		Len Lyall Chevrolet	Repair Facility		Unauthorized
<input type="checkbox"/>		Deductible	Deductible		-\$200.00	-\$200.00	Len Lyall Chevrolet	Repair Facility		Unauthorized
		Sub Total			\$658.00	-\$200.00				
		Grand Total			\$658.00	-\$200.00				

**Important!** If the lowest value deductible does not reflect in the line item, reach out to a team lead to modify the claim item.

**Approval & Revision**

Date Created 5/7/2024	Created By Johnnie Martinez Justin Yelton	Date Approved 5/9/2024	Approved By Dept: Jeremy Tan L&D: Melissa Bryant	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]